(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(54) Title: SERVICE EXPECTATION MONITORING
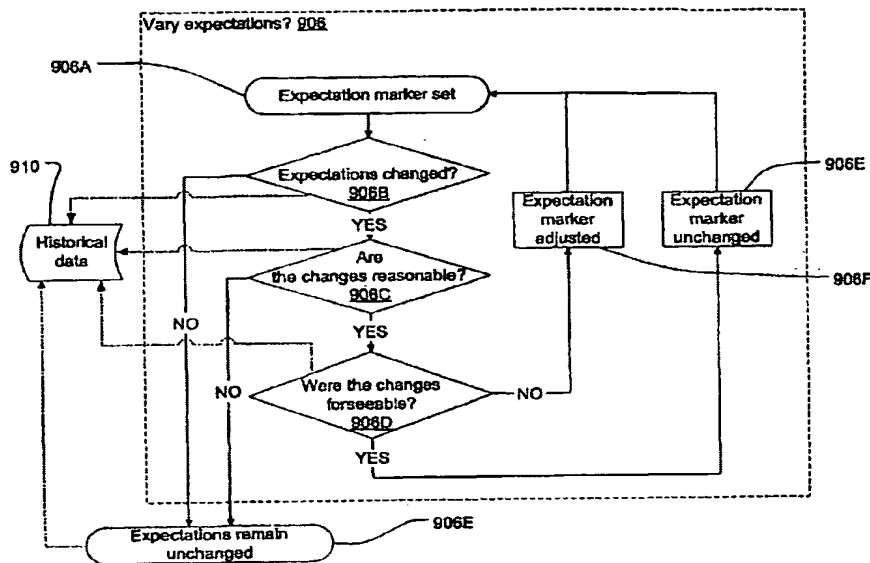
(57) Abstract: There is disclosed a method and system for selecting a service provider to perform a particular service based on historical expectation differential data. The expectation differential data is preferably derived from the service provider's actual performance and a performance expectation. Methods of determining and varying expectations are also disclosed.

WO 2005/050496 A1